



UC SANTA BARBARA

Housing, Dining & Auxiliary Enterprises

2020-21 Annual Report

Welcome.

IT IS MY HONOR TO SHARE with you the Housing, Dining & Auxiliary Enterprises (HDAE) Annual Report, an account of the achievements and contributions of staff members and departments in our division during the 2020-2021 academic year.

As the Associate Vice Chancellor for HDAE, chief housing officer, and chief auxiliary officer, I am inspired by the remarkable work that took place across our division despite the challenges presented by the COVID-19 pandemic. In this unprecedented year, the entire HDAE team has upheld our WE CARE values in ways that demonstrated our strength as an organization and our commitment to the communities we serve.

To be certain, the complexities of the pandemic made this a difficult year, one that required us to be agile in our thinking and in our actions. Summer plans and hopes for students return in fall quarter were quickly dashed by the difficult but correct decision to continue remote learning and keep the campus largely closed. And while we were able to bring a small percentage of students back to our residential communities in winter quarter, the campus would remain closed for the entirety of the academic year. This does not mean that work in HDAE stopped or that there were no students, faculty or staff to serve, but it did mean that our work looked different as each of our departments adjusted business practices to meet the needs of our campus community and beyond.

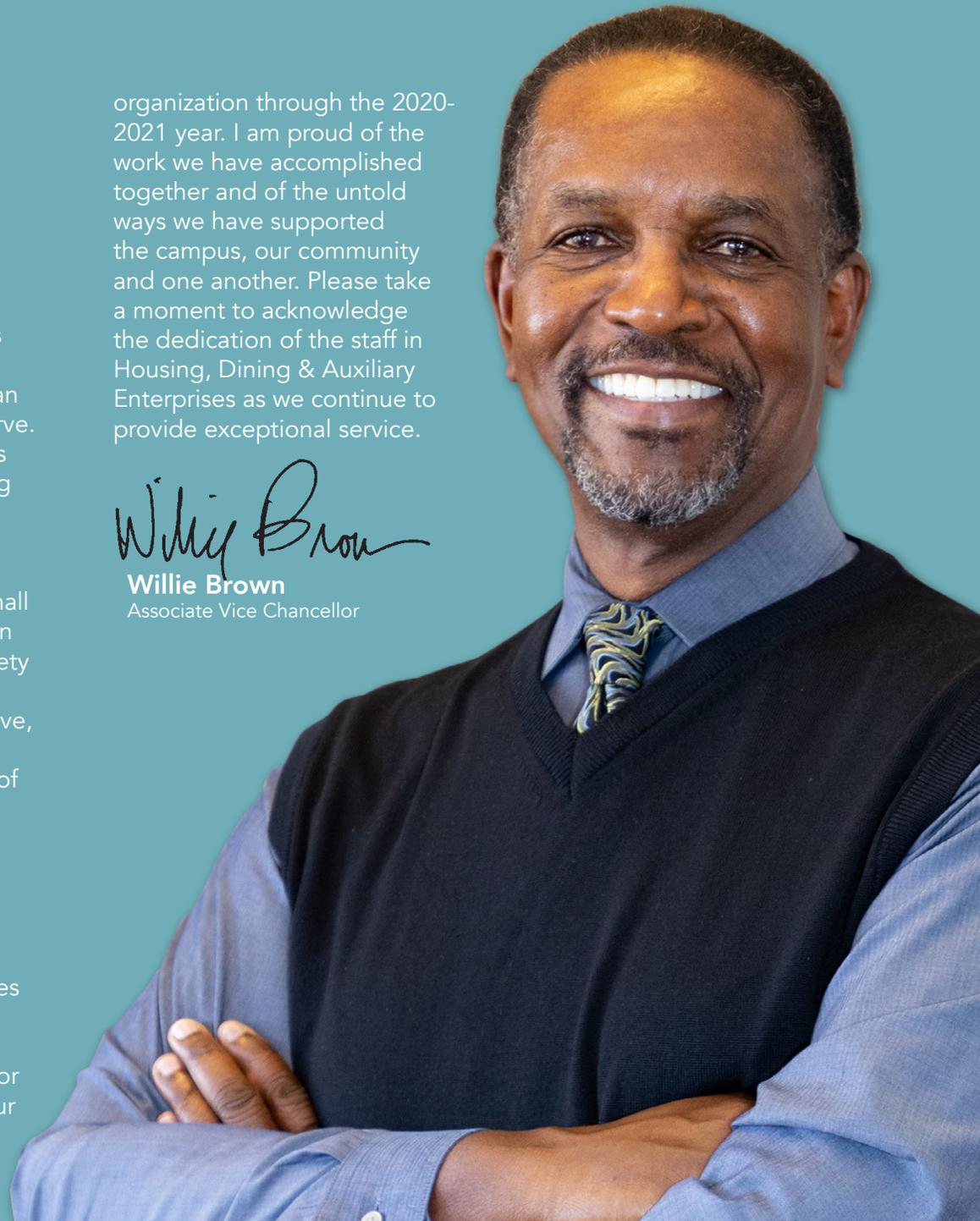
In spite of it all, there were some beautiful silver linings that are worthy of recognition. In this year's Annual Report you will find highlights from each quarter that illustrate the perseverance, creative problem-solving and heart that make HDAE an extraordinary organization. This is by no means an exhaustive list of everything we have accomplished but it does shine a light on some of what we were able to achieve by working collaboratively together.

There are not enough words to express my appreciation for the role each member of our HDAE team played in seeing our

organization through the 2020-2021 year. I am proud of the work we have accomplished together and of the untold ways we have supported the campus, our community and one another. Please take a moment to acknowledge the dedication of the staff in Housing, Dining & Auxiliary Enterprises as we continue to provide exceptional service.



Willie Brown
Associate Vice Chancellor



Summer 2020



The fifth student mural at the San Miguel exterior stage was installed. The HDAE Arts & Culture Committee combed through many beautiful and thoughtful entries around the theme of “diversity” and selected student Fatima Verduzco’s submission.



Due to the COVID-19 pandemic, Residential Operations staff implemented protective measures such as installing plexiglass sneeze guards, touchless fixtures, hands-free door openers and enhanced cleaning protocols.

HIGHLIGHTS

- HDAE senior leadership established seven Work Groups to plan for the safe return of campus in-person operations. 1: Testing, Isolation Housing, Health Monitoring, Face Coverings; 2: Housing Move In & The New Normal; 3: Facility Operations & Maintenance; 4: Campus Dining; 5: Retail Operations & Auxiliaries; 6: Summer Conference & Residential Housing; and 7: Flexible Work Arrangements. Staff members from across HDAE joined these work groups and were integral in planning for our eventual reopening.
- Administrative & Residential Information Technology managed the resources necessary to ensure that remote users were productive in varied environments. This involved tracking and managing 120+ pieces of equipment to all areas of Administrative Services.
- Business & Financial Planning advised HDAE departments on the usage of various COVID-19 leave options including Paid Administrative Leave (PAL) and Extended Paid Sick Leave (EPSL) to support our staff.
- Campus Dining created a comprehensive COVID-19 training manual to establish protocols ensuring the safety of our staff and customers.
- In light of the pandemic, Conference & Hospitality Services provided maximum flexibility to summer conference clients by offering the option to fully refund or rollover deposits to a future summer.
- Residential Operations initiated a flushing and testing preventative maintenance process for the domestic water systems in vacant buildings to confirm no harmful bacteria such as Legionella developed. This included training technicians to test for chlorine levels and then verifying with a vendor and lab testing prior to buildings being reoccupied.
- The MarCom Team partnered with Residential Operations to design and install health and safety signage and physical distancing aids. The COVID outreach toolkit includes more than 30 assets.
- The Associate Vice Chancellor’s Office hosted the annual HDAE Strategic Planning Reset over two half-days via Zoom focusing specifically on harvesting learning from our COVID response to date, budget strategies for the new fiscal year and planning for a hopeful campus reopening in the fall.

Fall 2020



HDAE Human Resources staff coordinated the placement of 65 staff members in the Temporary Work Opportunity Program (TWOP). Employees from throughout HDAE supported Student Health with the campus pandemic response effort as well as assumed assignments in various campus departments.



Campus Dining formed a partnership with various local community agencies that would last ten months. Throughout the year, chefs prepared and delivered 263,003 meals that were distributed to people in need.

HIGHLIGHTS

- The Associate Vice Chancellor's Office, Campus Dining, Conference & Hospitality Services, Residential & Community Living, Residential Operations and Transportation & Parking Services collaborated with campus stakeholders including Student Affairs and Student Health to develop the Quarantine/Isolation (Q/I) Housing program from the ground up. The successful procedures developed, as well as Residential & Community Living staff who served as QI coordinators, protected the safety of our UCSB students and community.
- The Campus Store donated \$2,600 to the United Way on behalf of 2019-20 graduates.
- University & Community Housing Services completed the Mercury 4 upgrade, the database system used for all contracting and housing assignments.
- Residential Operations participated in the bi-weekly UCOP Best Practices for COVID-19 Custodial Services workshops and meetings. Based on guidance from the CDPH and CDC, a multi-level enhanced cleaning and disinfection protocol was initiated that continually evolved based on the

most recent public health guidance.

- Transportation & Parking Services replaced the fuel station dispensing equipment and fuel management system. The new system is now capable of wirelessly capturing vehicle information and authentication.
- The Club & Guest House maintained regular financial reporting and continued to address Board, corporate and campus inquiries through the temporary facility closure due to COVID-19.
- The Events Center remained open for the Big West Men's and Women's Basketball seasons.
- The UCen Post office remained open and operational throughout the pandemic ensuring the campus community would still have access to mail delivery services.
- Eric Zobel of the MarCom Team continued to work on encouraging stairwell use in San Nicolas Hall for exercise and energy reduction. The project includes wall graphics near the elevators and first floor stairwell landing, and a student mural on each landing creating a vertical art gallery of "instagrammable walls."

Winter 2021



Residential Operations completed more than \$1 million in deferred maintenance and minor capital improvement projects, most notably infrastructure repairs at Santa Rosa, UCen, Santa Ynez apartments, Storke Family Student Housing and the completion of projects for TPS and The Arbor.



Transportation & Parking Services added a third Automated License Plate Recognition equipped vehicle to their fleet in preparation for the ePermit transition.

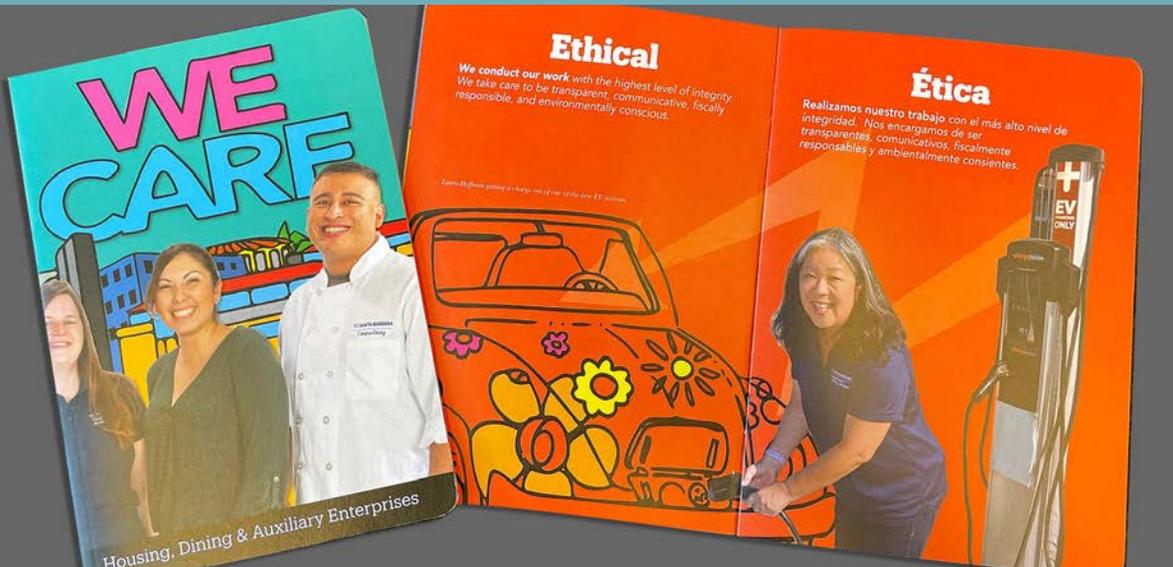
HIGHLIGHTS

- Learning & Development hosted its first virtual Deepening Understanding Conference consisting of ten workshops over four days with 309 participants. The virtual format allowed presenters to join from across the country and opened up participation to staff members that may not have been able to attend in the past.
- Campus Dining continued the Food Recovery Program to address food insecurity, while also managing food waste. More than 900 pounds of food from Portola Dining Commons that would have otherwise been composted was redirected for distribution at the Miramar Food Pantry.
- Campus Dining launched a Take Out program at Portola Dining Commons for students living in San Joaquin Villages.
- Campus Dining successfully transitioned to a new cloud-based application with Transact for Residential Dining's meal plan card management system.
- Conferences & Hospitality Services collaborated with several campus partners to process and plan for a partial return of UCSB student

summer programs. Buildings for three Summer Sessions programs and UCSB athletes were allocated.

- Residential & Community Living completed the legal disclaimer for the Student Mental Health mobile app scheduled to launch campuswide in 2021-22.
- The MarCom Team launched the new HDAE website and continued working on re-designing the Campus Housing, Campus Dining and Conference & Hospitality Services websites.
- The HUB hosted more than 20 virtual events including game nights, cooking classes, comedians, and DJs. These programs helped students feel connected to campus and one another during the pandemic.
- Residential & Community Living developed and implemented a "touchless" move-in process for students moving into our residential communities in January 2021 during the COVID-19 pandemic.

Spring 2021



Learning & Development created a series of workshops around HDAE's WE CARE values that were presented to the dining staff during 60 individual sessions; 50% of the workshops were offered in Spanish.



The Campus Store filled 26,912 online orders throughout fiscal year 2020-21, 3,401 bachelors gown orders for the Grad Walk, and 261 orders for graduation yard signs.

HIGHLIGHTS

- ARIT launched multiple new websites including Human Resources, UCPD, ResNet and the Vice Chancellor of Administrative Services.
- Business & Financial Planning coordinated the final phase of the transition to the campus general ledger for UCen operations, including the Campus Store and Retail Dining. This multi-year project is now fully operational and in compliance with campus policy.
- Campus Dining opened Portola Dining Commons to in-person dining while continuing the pre-order Take Out program.
- The Miramar Food Pantry remained open during the pandemic, registering 601 students throughout the year, welcoming 4,226 visitors, and distributing 27,344 lbs of food. Retail Dining donated food and beverages throughout the pandemic to feed food insecure community members.
- A redesign of the Conference & Hospitality Services website was completed resulting in streamlined service descriptions and reservation processes, and improved navigation.
- Transportation & Parking Services deployed a ParkMobile permit option

- to allow visitors to pay for parking with their mobile phones.
- The Club & Guest House began implementation of an entire back-office software update, new Guest House inventory system, Dining Room point of sale, events management system, more membership payment options, a website redesign, and introduction of a mobile app.
- Residential Operations transitioned their call center to the Voice Over IP Amazon Web Services system that provides better customer service with automated greetings, scheduled call-back functionality and dashboards, and rotational assignments for balancing call volume and supporting flexible work arrangements for staff.
- University Center staff worked with HR WorkLife Resources and the vendor Mamava to install a lactation station on the second floor of the UCen.
- Utilizing funding from a major donor, a new practice court along with new chair back seating, ADA compliant seating and railing were installed on the upper west side courts at the Events Center.

Financial Statements

REVENUE

Core Funds

ARIT	1,441,356
Mail Services	539,296
Transportation Alternative Programs	250,259
University Community Housing	199,179
Events Center	202,777
Subtotal Core Funds	2,632,867

Student Fees

Events Center	544,161
Transportation & Parking	273,247
University Center	3,259,027
Subtotal Student Fees	4,076,435

Sales & Services - Other

Distribution & Logistical Services	35,426
Subtotal Sales & Services — Other	35,426

Sales & Services - Auxiliary Enterprises

Campus Dining	438,945
Conference & Hospitality Services	(13,860)
Events Center	-
Faculty/Staff Residential	753,907
Other	352,884
Recharge	3,746,222
Residential Living — Room & Board	19,875,892
Campus Store	2,966,144
The Club & Guest House	-
Transportation & Parking	2,405,994
UCEN Dining	191,612
University Center	221,333
Subtotal Sales & Service — Aux. Enterprises	30,939,073

TOTAL HDAE REVENUE

37,683,801

EXPENSES

Operating Expense

Salary & Wages	37,789,802
Benefits	19,843,772
Supplies & Services	12,582,097
Utilities	4,134,588
Raw Food	727,110
Cost of Goods Sold	80,862
Subtotal Operating Expense	75,158,231

Non-Operating Expense

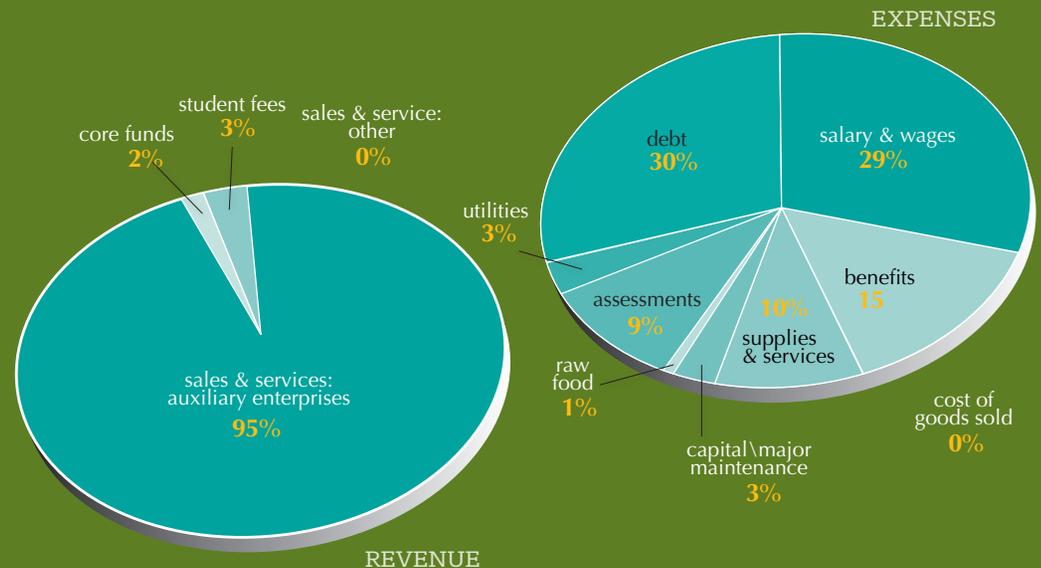
Assessments	11,470,746
Capital/Major Maintenance	4,080,031
Debt	38,501,781
Subtotal Non-Operating Expense	54,052,558

TOTAL HDAE EXPENSE

129,210,789

Net Income/(Deficit)

(91,526,988)





Recognitions & Contributions 2020-21

- The HDAE COVID Support Team was recognized with the William J. Villa Service to Students Award, and Jenn Ja Birchim was recognized with the Margaret T. Getman Service to Students Award. These annual awards recognize university staff, faculty, and departments that have demonstrated an extraordinary commitment to the general growth and development of students and quality of student life.
- Brian Shively received a Staff Citation of Excellence to acknowledge his role as the Administrative Lead for the Campus COVID Response Team where he served with amazing vigor and an abundance of positivity.
- The San Joaquin Villages community earned LEED Neighborhood Development GOLD, the first in the UC System. The certification considered the buildings as well as focused on “smart growth” strategies that were implemented such as reducing vehicle miles traveled for community members, promoting streamlined access to public transportation, bike and pedestrian circulation, and maximizing open space with a landscape design that restores native habitat, preserves wetlands, and provides access to recreation areas.
- Professor Amit Ahuja, Faculty-in-Residence at Manzanita Village, was co-winner of India’s most prestigious award for non-fiction for his book “Mobilizing the Marginalized: Ethnic Parties Without Ethnic Movements.”
- UC Santa Barbara ranked #13 of the top 50 green colleges and universities by Princeton Review. HDAE is proud to support UCSB on its way to becoming a sustainable community by implementing earth-friendly practices.
- Louis Reynaud was appointed to Santa Barbara City’s first ever Community Formation Commission. This group is responsible for making recommendations to the City Council regarding the model of civilian review it should adopt to provide additional oversight and accountability for the city’s Police Department.

- Auto Technician Arjun Sarkar was appointed to the Santa Barbara MTD Board of Directors.
- Gracie Huerta, in partnership with the Office of the Vice Chancellor for Administrative Services and Office of the Chief Information Officer, completed translation of Cybersecurity, Ethics and Substance Abuse mandated trainings to Spanish that will be a resource for UCSB, the Office of the President and other UC campuses.



The MarCom Team won 1st place in the ACUHO-I specialty category for their efforts in bringing beauty and life to three San Joaquin Villages study rooms. Eric Zobel designed wall graphics and standoffs that provide an inviting and relaxing environment to conduct quiet group interactions and individual study.

PROJECT COORDINATORS
 Julie Levangie
 Shalauna Miller
LAYOUT/DESIGN
 Eric Zobel

PHOTOGRAPHY
 Brian Graham
 Robin Hamilton
 Carol Hirashima
 Jeff Liang
 Matt Perko
 Various Unknown

WRITERS
 Willie Brown
 Julie Levangie
 Shalauna Miller

www.hdae.ucsb.edu
www.facebook.com/ucsbhousing
www.instagram.com/ucsbhousing
www.twitter.com/ucsbhousing

www.youtube.com/ucsbhousing
www.pinterest.com/ucsbhousing
digiknow.tumblr.com

On the cover: Move-in Day, Masked and Distanced. Our talented and caring staff created a safe and welcoming experience for students moving into their new home away from home in January 2021 during the COVID-19 pandemic. (Photographer: Robin Hamilton)

UC SANTA BARBARA
 Housing, Dining & Auxiliary Enterprises